

Case Management (Non-Medical) Service Delivery Model

SERVICE CATEGORY: CASE MANAGEMENT (Non-medical)

Goal: To provide advice and assistance to clients in obtaining medical, social, community, legal, financial, and other needed services.

Service Definition: Case Management (Non-medical) includes the provision of advice and assistance in obtaining medical, social, community, legal, financial, and other needed services. Non-medical case management does not involve coordination and follow-up of medical treatments, as medical case management does.

- ❖ The Norfolk TGAs Case Management (Non-Medical) main focus will be on client eligibility to include ACA enrollment and patient navigation.

The objectives of the Standards of Care for Case Management (Non-Medical) are to ensure that:

- Services are available to all eligible consumers;
- Referrals for other services are made based on appropriateness and availability;
- Provide benefits/entitlement counseling and referral activities to assist eligible clients to obtain access to public and private programs for which they may be eligible.

Case Management (Non-Medical) service providers are expected to comply with the Universal Standards of Care, as well as these additional standards. The service specific Standards of Care for Case Management (Non-Medical) services provide additional requirements on the following components of service provision:

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
1. Agency employs/contracts with staff with the skills and experience appropriate to the provision of Case Management (Non-Medical) services.	1.1. Case Management (Non-Medical) staff and Supervisors will receive, at least, twelve (12) hours of HIV specific continuing education on a yearly basis 1.2. One (1) hour of annual training on cultural diversity sensitivity for each Case Manager.	<ul style="list-style-type: none"> • Credentials and resume in employee's file. • Records of completion of continuing education in employee's file. 	Percent of achievement.
2. Newly hired Case Managers will have applicable skills and qualifications.	2.1. A Bachelor's degree in social work, counseling, human service or related discipline. 2.2. Comparable professional knowledge, skills, and abilities that documents at least three years of experience specific to case management may be substituted for the degree. 2.3. Case management training may include psychosocial assessment of clients; interdisciplinary care coordination; monitoring of health and social service delivery to maximize efficiency/cost effectiveness; knowledge of the resources available to target population; development and utilization of client-centered care plans; data privacy and confidentiality.	<ul style="list-style-type: none"> • Credentials and resume in employee's file. 	Percent of achievement.
3. Services are made available to all individuals who meet program eligibility requirements.	3.1 Documented eligibility criteria on the referral form include the following: <ul style="list-style-type: none"> • HIV Status • Residence in the Norfolk TGA. • Income no greater than 400% of the Federal Poverty Level. • Insurance Status 	<ul style="list-style-type: none"> • Ryan White Eligibility Determination Form. 	Percent of achievement.
4. Clients' eligibility will be reviewed every six months .	4.1 Documentation of annual update in client's chart.	<ul style="list-style-type: none"> • Client chart. 	Percent of achievement.

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
5. Each client will be given an overview of Ryan White Part A services.	5.1 Client chart will contain a signed form indicating that the client has received an overview of Ryan White services.	<ul style="list-style-type: none"> Ryan White Part A Provider List of Services. 	Percent of achievement.
6. Client Contact, Identification of Resources and Referrals	6.1 Initial client contact with Case Management (Non-Medical) will be initiated by client request or referral. 6.2 Face-to-Face annual contact by Case Manager and at 6 mos. for eligibility recertification.	<ul style="list-style-type: none"> Progress Notes. Eligibility Determination Form 	Percent of achievement.
7. Case Closure	7.1 Upon receipt of verifiable notification of a client's death, a client moving outside of the Norfolk TGA, or a client documented withdrawal from the Ryan White Part A Program, the client's chart will be closed. Any client who has no contact with the case management agency after one (1) year may have their case closed, and the client's file will be handled in accordance with the agency's record retention policy. 7.2 The client's chart includes a closure note which documents criteria for closure within ten (10) business days of notification of the statue change.	<ul style="list-style-type: none"> Progress Notes CAREWare Data 	Percent of achievement
8. Agency has policy addressing Case Management (Non-Medical) Standards	8.1 Agency has written policies and procedures for adherence to Case Management (Non-Medical) standards. 8.2 Agency has written policies and procedures for supervisory review of client charts to include sample size, review criteria, and methodology, as defined by agency's Quality Assurance standards.	<ul style="list-style-type: none"> Agency Policy and Procedure Manual. 	Percent of achievement.